WORKLOAD NARRATIVE

FIELD OPERATIONS

September 2016

Workload: After a busy August, September was a bit calmer. The number of verifications for all cases [18,179] was 3% less than the average intake this year. Dispositions [17,527] were 5% below the norm. However, the open inventory [29,679] rose to its highest level since 2014. Nevertheless, it is only 4% higher than the average for this year as the swings in caseload have been relatively modest.

- **UI.** In September, the number of new UI cases [16,775 cases; 9,864 appellants] was 3% below the average for 2016. Closed cases [16,349 cases; 9,613 appellants] were 4% below the calendar year norm. The open balance [18,640 cases; 10,960 appellants] rose by 394 cases during the month. This was the fourth consecutive month in which the inventory has risen. The caseload is now 8% above the calendar year average and at its highest level since January 2015. The inventory of extension cases fell to 4.0% of the entire UI workload.
- **DI.** In September, DI verifications [884] were 7% below the average for this year. However, when August and September are combined, the monthly intake is right at average levels. Dispositions [789] were 18% below the 2016 average and represented the smallest output since May 2013. The open inventory [1,614] rose for the second straight month but remains 2% smaller than the calendar year average.
- **Tax, Rulings, Other.** In tax, the field issued 178 decisions, which was 16% below the average for 2016. Unfortunately, we received 281 new petitions, which was 33% higher than average and represented the highest intake since June 2015. The open inventory [4,547] hit a three month high, but is still 3% smaller than the calendar year norm. For rulings, intake and output were both below average levels, and the open inventory [4,850] grew by 27 cases.

Case Aging and Time Lapse. The field continued to struggle with time lapse. Both the 30-day [59.0%] and the 45-day [79.1%] percentages were slightly below DOL regulations. Both measures are in compliance so far this federal reporting year. Average case age [30.0] rose to its highest level since January and is right at the federal threshold. The September results for extension cases were mixed. 49.1% of those cases were

resolved within 30 days, which is down from August but up from July. The average case age for extension cases rose by one day to 33 days. However, the 45-day percentage [76.1%] jumped by almost 5 percentage points.

BAY AREA

New UI cases [3,506 cases; 2,062 appellants] were 3% below the average for the year, while dispositions [3,424 cases; 2,013 appellants] were 2% below the norm. This was the sixth consecutive month in which intake surpassed output. However, by sending cases to other offices, the open UI case inventory [4,061 cases; 2,388 appellants] rose by only 31 cases and is actually smaller than was true at the end of June. In DI, both intake and output were greater than average, but the new cases outpaced the closed ones pushing the open inventory [349] to a sixth month high. In tax, this group issued 22 decisions. Collectively, this group missed all timeliness measures with 53.1% of the UI decisions issued within 30 days; 71.8% of the decisions issued within 45 days; and an average case age of 30.1 days.

Oakland: September was a very productive month for Oakland with substantial assistance from the PALJ and San Francisco, and a drop in intake. The number of new UI cases [1,058 cases; 622 appellants] was 11% below this year's average. Meanwhile, UI dispositions [1,320 cases: 776 appellants] were 13% higher than this year's norm. This was the first time in four months in which output exceeded intake. As a result, the open UI inventory [1,054 cases; 620 appellants] went from a seven month high in August to a four month low in September; and went from 17% above the average this year to 12% below the norm. In DI, dispositions were 57% greater than the 2016 average pushing the open inventory [71] to a five month low and 20% below this year's average. Oakland resolved 14 tax cases in September, which again represented about two-thirds of the Bay Area total. Oakland continued to eliminate its older cases pushing its average case age [26.1 days] to its lowest level since April. Unfortunately, this caused time lapse again to fall with both the 30 day [47.5%] and the 45 day [64.1%] percentages well below required levels.

San Francisco: Unlike its sister cities, the number of new UI cases in September [1,102 cases; 648 appellants] was actually higher than the average this year [4%]. Dispositions [1,133 cases; 666 appellants] were also 4% above the norm and exceeded intake for the third straight month. However, the open inventory [1,096 cases; 644 appellants] rose as the office took cases from Oakland for hearing. The caseload is now 4% larger than the average for 2016. The DI inventory [63] rose by two cases and is 7% greater than average size. In tax, San Francisco issued 7 decisions, but with only 20 open tax cases has the fewest cases for that program among the field offices. In September, time lapse improved with both the 30-day figures [58.0%] close to compliance and 45-day

percentage [80.0%] right at the DOL mandate. Average case age [28.7 days] again met Federal standards.

San Jose: Unfortunately, September was not kind to San Jose. New Ul cases [1,346 cases; 791 appellants] were 2% below than the average for the year. However, dispositions [971 cases; 571 appellants] were below 1000 for only the second time this year and 22% below the 2016 average. As a result, the open inventory [1,911 cases; 1,124 appellants] hit an eight month high and is now 14% higher than the average for the year. The DI inventory [215] has grown for three consecutive months. The caseload is 27% larger than average for the year and above 200 for the first time since 2014. The office issued 1 tax decision. Timeliness continued to be difficult here with 30-day time lapse at 53.7%; 45-day time lapse at 71.2%; and an average case age of 35.5 days.

CENTRAL

In September, the number of new UI cases was almost identical for each of the three offices in this group. The total intake [3,398 cases; 1,998 appellants] was 3% below the calendar year average. Closed cases [3,421 cases; 2,012 appellants] were also 3% below the average. The open inventory [3,314 cases; 1,949 appellants] rose marginally, but remains 2% higher than the norm in 2016. In DI, dispositions [129] were 29% below average levels pushing the open caseload [305] over 300 for the first time since May. In tax, this group issued 29 decisions, which was second among the office groups. The group just missed the 30-day time lapse standard [59.6%], but surpassed required levels for 45-day time lapse [83.1%] for the seventh straight month and average case age [25.3 days] for the 20th consecutive month.

Fresno: In September, the number of new UI cases [1,114 cases; 655 appellants] and UI dispositions [1,102 cases; 648 appellants] were virtually the same. However, as this office is now assisting others, the open inventory [879 cases; 517 appellants] rose. Nevertheless, it is still 10% smaller than the average for 2016. In DI, the open inventory [47] has been static for four months and is 21% smaller than the average this year. The office issued 1 tax decision, but continues to have the third smallest tax inventory with 42 open cases. Fresno met all timeliness standards for the fifth straight month with 30-day time lapse at 65.0%; 45-day time lapse at 92.2%; and average case age at 21.8 days.

Oxnard: After a busy August, Oxnard had a relatively quiet September. New UI cases [1,151 cases; 677 appellants] were the fewest since February and 5% below average in volume. Dispositions [1,044 cases; 614 appellants] were the fewest since November 2015 and 14% below the norm. The open UI inventory [1,218 cases; 716 appellants] is exactly one case higher than at the end of July, but 13% greater than the average so far this year. With high intake and low production, the open DI inventory [135] hit a seven month high and is now 8% greater than the norm in 2016. The office paid special attention to tax in September issuing 23 decisions, which was the highest one month total this year. Despite the rising caseload, all timeliness measures were surpassed with 30-day time lapse at 71.6%; 45-day time lapse at 91.4%; and average case age at 28.7 days.

Pasadena: Unlike the other offices in this group, the number of UI dispositions [1,275 cases; 750 appellants] exceeded the number of new cases [1,133 cases; 666 appellants]. Although the open inventory [1,217 cases; 716 appellants] fell, it remains 3% greater than the 2016 average. With high intake and low production, the open DI inventory [123] hit a one year high and is now 38% higher than the norm in 2016. Pasadena issued 5 tax decisions in September. Time lapse crashed last month with a team calendar clearing out older cases in Lancaster. 30-day time lapse [42.2%] and 45-day time lapse [65.6%] were well below DOL standards. At the same time, however, the average case age [25.5 days] hit a four month low.

BASIN

In September, this group verified exactly six fewer new UI cases [5,049; 2,969 appellants] than the number of cases closed [5,055 cases; 2,972 appellants]. Both figures represented workload below average levels for the year. The open inventory [5,109 cases; 3,004 appellants] is 4% larger than the average for the year. In DI, intake was 21% below the monthly average while output was 25% below the norm. The open inventory [509] grew by three cases but remains 3% smaller than the average in 2016. In tax, Basin issued 61 decisions, which was its second highest production this year. Considering all cases, the open inventory has been basically flat for six months. All timeliness measures were surpassed with 30-day time lapse at 62.9%; 45-day time lapse at 83.5%; and average case age at 29.1 days.

Inglewood: September was a tough month in Inglewood. The number of UI verifications [2,019 cases; 1,187 appellants] was 5% greater than the

monthly average for the year. However, the number of dispositions [1,807 cases; 1,063 appellants] was 8% below the monthly average. The open caseload [2,110 cases; 1,241 appellants] rose for the fourth straight month, although this time the increase was due to regular intake and not loans from other offices. The caseload is now 23% above the average in 2016 and at its highest level since May 2014. In DI, intake and output were identical and substantially below average levels. The open inventory [140] remained 18% greater than the norm for 2016. The office had 37 dispositions in tax, which was the highest among all of the offices for the seventh straight month. The concentration on tax may have been affecting the office as it relates to time lapse, but at least there was some improvement over the previous two months with 30-day time lapse rising to 58.4% and 45-day time lapse back in compliance at 84.0%. Unfortunately, the average case age [32.0 days] rose above Federal dictates.

Los Angeles: Los Angeles did not experience the flow of new cases like Inglewood, as the number of UI verifications [1,632 cases; 960 appellants] was the lowest since January and 11% below the average for 2016. While dispositions [1,743 cases; 1,025 appellants] were 9% below their norm, the open UI inventory [1,683 cases; 990 appellants] fell to its lowest level since March and is now 6% below the norm this year. Both intake and output for disability cases were down sharply. The open inventory [204] for those cases grew, but remains 12% smaller than the average this year. The office had 12 tax decisions which were the most since April. All of the timeliness measures were surpassed for the first time since May with 30-day time lapse at 65.2%, 45-day time lapse at 80.8%; and average case age at 27.5 days.

Orange County: September looked a lot like July for Orange County. New UI cases [1,398 cases; 822 appellants] were 7% below average figures for the year. Dispositions [1,505 cases; 885 appellants] were 5% below their norm but exceeded intake for the 4th consecutive month. The open inventory [1,316 cases; 774 appellants] fell to its lowest level since December 2015 and is 6% smaller than the average this year. The DI inventory [165] has been very static for three months and is also 6% below its average level for 2016. In tax, Orange County issued 12 decisions, which ties its highest total this year. Unfortunately, the office still has the largest open inventory among the field offices. Orange County met all time standards with 65.1% of the decisions going out within 30 days of appeal; 85.8% within 45 days; and with average case age falling to 27.8 days.

CORNERS

Both new UI cases [4,822 cases; 2,835 appellants] and dispositions [4,449 cases; 2,616 appellants] were 3% below the average so far this year. However, as this group has consistently had more work than it can handle, the open inventory [6,156 cases, 3,620 appellants] grew again. The caseload is now 19% greater than the norm and represents the largest number of open UI cases since December 2014. September was the first time since April in which the DI inventory [451] did not go down. However, it is still 14% smaller than the average for 2016. In tax, this group issued 23 decisions in September, which is right at its average for the year. Time lapse improved over August with 30-day time lapse back over the threshold at 60.4% and 45-day time lapse getting closer at 77.6%. Unfortunately, average case age [32.3 days] jumped back over 30 days.

Inland: Inland might have thought it was catching a break as the number of new UI cases [1,998 cases; 1,175 appellants] was below 2000 for the first time in seven months. Unfortunately, dispositions [1,738 cases; 1,022 appellants] were 11% below average levels and trailed input for the third straight month. The open inventory [2,553 cases; 1,501 appellants] is now 28% greater than the norm and at its highest level since October 2014. The disability inventory [259] shrank for the third straight month and is 7% below the 2016 average. The office issued 3 tax decisions during the month. Despite the rising caseload, Inland surpassed both time lapse measures with 30-day time lapse at 62.1%; 45-day time lapse at 81.8%. However, the relentless growth in cases pushed the average case age [31.8 days] over the limit.

Sacramento: UI verifications in September [1,343 cases; 790 appellants] were 1% greater than the 2016 average. Dispositions [1,222 cases; 719 appellants] were 7% higher than average, but trailed intake for the sixth straight month. The open inventory [1,776 cases; 1,044 appellants] is now 15% above the average for the year and at its highest level since January. The open DI inventory [110] rose last month but remains 36% smaller than the average for the year. The office issued 16 tax decisions in September, which was the second consecutive month with a substantial result for those cases. 30-day time lapse [64.7%] exceeded DOL expectations for the first time in three months. 45-day time lapse [76.5%] basically was static. Average case age rose for the third straight month to 33.6 days.

San Diego: After a very busy August, September was a more "average" month. UI verifications [1,481 cases; 871 appellants] were 4% below average levels and dispositions [1,489 cases; 876 appellants] were 1%

below the norm. Moreover, there was only an 8 case difference between intake and output. The open inventory [1,827 cases; 1,074 appellants] has been very consistent for the past five months, but remains 12% higher than the average this year. The DI inventory [82] rose for the second straight month and is 18% higher than the 2016 average, though not huge in absolute terms. In September, the office issued 4 tax decisions. In August, average age improved and time lapse suffered. In September, the opposite trend was seen. The average case age [31.6 days] rose back over the 30-day threshold. The 30-day [54.4%] and 45-day [74.6%] time lapse percentages both jumped by about 10%, but continued to fall short of the requirements from DOL.

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Sep Sep	-5,22	79%	20,179	242,143	18,285	16,605	20,234	18,743	19,088	21,282	20,759	20,206	21,249	22,494	22,273	20,925	2015
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	114%	113%	2015													
589	113%	4,991			, .		4,878	4,859	5,035	5,011	5,091	5,186	4,989	5,000	4,869	2016
-102	98%	4,402		4,673	4,387	4,349	4,398	4,473	4,396	4,420	4,332	4,221	4,002	4,591	4,580	2015
278	107%	4,503		4,597	4,761	4,851	4,942	5,022	4,914	4,892	4,775	4,329	3,667	3,566	3,724	2014
		4,225		3,776	3,887	3,914	4,423	4,776	4,716	4,613	4,275	3,943	3,988	4,212	4,182	2013
Yr-Yr AvgChg	% Chg of Avg	Avg.		Dec	Nov	Oct	Sep	Aug	Jul	nnr	Мау	Apr	Mar	Feb	Jan	
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	113%	111%	2014		m 2013	າ 30% fro	and dowr	m 2014,) 13% fro	2015, up	9% from	Ruling/Other dispositions to date are down 19% from 2015, up 13% from 2014, and down 30% from 2013	to date a	positions	Other dis	Ruling
	81%	91%	2015										:			
-23	91%	229	2,057				211	333	290	308	238	219	220	118	120	2016
46	122%	252	3,022	95	186	193	196	176	271	206	286	243	915	139	116	2015
-119	63%	206	2,476	284	160	209	269	106	174	113	156	130	288	383	204	2014
		325	3,904	223	162	598	574	322	329	248	254	278	424	250	242	2013
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sep	Aug	Jul	Jun	Мау	Apr	Mar	Feb	Jan	
							CASES	CLOSED (ဥ							
	chg 2016 YTD	chg 2016 avg												,		
	71%	86%	2013	m 2013	down 14% from 2013		m 2014,	vn 9% fro	2015, dow	% from 2	s down 2	Ruling/Other registrations monthly average is down 2% from 2015, down 9% from 2014, and	s monthly	gistrations	/Other rec	Ruling
	75%	91%	2014	<u>ω</u>	29% from 2013	wn 29% t	4, and do	from 201.	wn 25% t	2015, do	3% from	Ruling/Other registrations to date are down 3% from 2015, down 25% from 2014, and down	s to date	gistrations	Other rec	Ruling
	97%	98%	2015													
-5	98%	254	2,285				239	162	314	229	148	418	210	249	316	2016
-21	92%	259	3,108	380	228	144	123	254	247	294	396	464	329	152	97	2015
-16	95%	280	3,362	133	71	119	190	217	231	228	601	791	402	223	156	2014
		296	3,548	112	135	89	219	380	432	585	589	234	201	280	292	2013
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sep	Aug	Jul	Jun	Мау	Apr	Mar	Feb	Jan	FY
						S	NEW OPENED CASES	OPENE	NEW							
						22, 40, 44	Program Codes 9, 13, 14, 19, 21, 22, 40, 44	es 9, 13, 1	gram Cod	Pro						5

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•						Progra	TAX F	:Y TREI 15, 17, 18,	FAX FY TRENDS - FO Codes 15, 17, 18, 32, 45, 46, 4	TAX FY TRENDS - FO Program Codes 15, 17, 18, 32, 45, 46, 47, 48, 49	Ψ			-		
							NEW	OPENE	OPENED CASES	S						
Fγ	Jan	Feb	Mar	Apr	Мау	nn	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	223	245	299	199	243	321	233	264	247	242	307	411	3,234	270		
2014	232	320	285	230	222	217	217	234	255	178	253	253	2,896	241	90%	-28
2015	124	197	271	194	189	300	247	235	177	136	268	270	2,608	217	90%	-24
2016	127	244	253	141	254	170	169	269	281				1,908	212	98%	ζı
													2015	98%	99%	
Tax red	gistrations	to date	are down	1% from 2	2015, dov	vn 14% fr	om 2014	t, and do	wn 16% t	rom 201;	w		2014	88%	86%	
Tax rec	gistrations	s monthly	average	Tax registrations monthly average is down 2% from 2015, down 12% from 2014, and down 21% from 2013	% from 20	015, dow	n 12% fr	om 2014,	, and dov	/n 21% fr	om 2013	 	2013	79%	84%	
	'												0	chg 2016 avg	chg 2016 YTD	
							CL	CLOSED CASES	:ASES							
	Jan	Feb	Mar	Apr	Мау	Jun	luľ	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	299	222	475	590	375	301	214	263	352	231	151	185	3,658	305		
2014	208	265	232	129	257	300	200	149	195	174	145	120	2,374	198	65%	-107
2015	84	150	143	212	252	272	196	93	64	76	84	139	1,759	147	74%	-51
2016	121	73	141	164	160	285	512	264	178				1,898	211	144%	64
													2015	144%	130%	
Tax dis	spositions	to date a	are up 30%	Tax dispositions to date are up 30% from 2015, down 2% from 2014, and down 39% from 2013	15, down	2% from	2014, ar	าd down	39% fron	ո 2013			2014	107%	98%	
Tax dis	spositions	monthly	average i	Tax dispositions monthly average is up 44% from 2015, up 7% from 2014, and down 31% from 2013	from 201	5, up 7%	from 20:	14, and d	lown 31%	6 from 20	13		2013	69%	61%	
	•	i	,										c	chg 2016 avg	chg 2016 YTD	
							BALANCE	CE OPEN	EN CASES	ES.						
	Jan	Feb	Mar	Apr	May	nn	Jul	Aug	Sep	Oct	Nov	Dec		Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	3,606	3,629	3,453	3,062	2,930	2,949	2,967	2,965	2,861	2,872	3,028	3,253		3,131		
2014	3,276	3,328	3,381	3,482	3,447	3,363	3,379	3,463	3,523	3,526	3,633	3,766		3,464	111%	333
2015	3.808	3.854	3,979	3,961	3,897	3,923	3,969	4,112	4,223	4,283	4,470	4,574		4,088	118%	624
2016	4,580	4,742	4,853	4,830	4,918	4,802	4,458	4,453	4,547					4,687	115%	599
													2015	115%	118%	
Tax ba	lance to c	late is up	18% fron	Tax balance to date is up 18% from 2015, up 38% from 2014, and up 48% from 2013	38% fro	m 2014, a	and up 4.	8% from	2013			1	2014	135%	138%	
Tax ba	lance moi	nthly ave	rage is up	Tax balance monthly average is up 15% from 2015, up 35% from 2014, and up 50% from 2013	า 2015, น	p 35% frc	om 2014,	and up {	50% from	2013		1	2013	150%	148%	
													c	chg 2016 avg	chg 2016 YTD	

	chg 2016 YTD	chg 2016 avg chg 2016 YTD)	ļ,								-	(•		
	127%	130%	2013		n 2013	DI balance monthly average is up 6% from 2015, down 11% from 2014, and up 30% from 2013	and up	n 2014,	11% fror	down	om 2015	ıb 6% fra	rage is t	ithly ave	nce mor	Di bala
	89%	89%	2014	,		n 2013	27% fron	g dn pue	DI balance to date is up 10% from 2015, down 11% from 2014, and up 27% from 2013	1% fron	. down 1	m 2015	10% fro	ate is up	nce to d	DI bala
	110%	106%	2015													
93	106%	1,639					1,614	1,520	1,475	1,549	1,638	1,791	1,924	1,636	1,605	2016
-306	83%	1,546		1,672	1,715	1,694	1,737	1,639	1,534	1,480	1,318	1,237	1,198	1,542	1,782	2015
594	147%	1,851		1,823	1,834	1,984	2,048	2,176	2,250	1,922	1,830	1,788	1,557	1,536	1,469	2014
		1,258		1,300	1,177	986	1,198	1,374	1,481	1,462	1,437	1,227	991	1,182	1,277	2013
AvgChg	% Chg of Avg	Avg.		Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan	
V- V-						SES	BALANCE OPEN CASES	ICE OP	BALAN							
	chg 2016 YTD	chg 2016 avg											C			
	97%	98%	2013	1 2013	2% from	DI dispositions monthly average is down 9% from 2015, down 6% from 2014, and down 2% from 2013	2014, an	% from ;	down 6	m 2015,	1 9% fro	is dowr	average	monthly	ositions	DI disp
	95%	94%	2014		n 2013	DI dispositions to date are down 12% from 2015, down 5% from 2014, and down 3% from 2013	nd dowr	2014, a	5% from	, down !	om 2015	12% fro	ıre down	to date a	ositions	DI disp
	88%	91%	2015													
-96	91%	959	8,632				789	967	864	1,062	1,096	1,111	852	964	927	2016
33	103%	1,056	12,667	964	850	1,034	906	1,052	1,149	978	939	1,045	1,376	1,230	1,144	2015
44	104%	1,022	12,265	1,073	965	1,165	1,241	1,101	1,024	1,038	1,047	927	958	891	835	2014
		979	11,743	822	749	1,298	1,223	1,098	1,026	860	758	734	1,186	906	1,083	2013
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan	
							CASES	CLOSED	CL CL							
	chg 2016 YTD	chg 2016 avg											((
	99%	98%	2013	2013	% from	DI registrations monthly average is down 9% from 2015, down 11% from 2014, and down 2% from	2014, and	% from 2	down 11	າ 2015, ເ	9% from	is down	average	monthly	strations	DI regis
	87%	89%	2014	ယ	om 201;	DI registrations to date are down 12% from 2015, down 13% from 2014, and down 1% from 201	and dov	m 2014,	13% fro	ī, down	om 2018	າ 12% fr	are dowr	to date	strations	DI regis
	88%	91%	2015													
-90	91%	953	8,580				884	1,013	790	974	944	979	1,140	995	861	2016
-22	98%	1,044	12,525	921	871	992	1,004	1,158	1,205	1,141	1,019	1,085	1,035	990	1,104	2015
94	110%	1,066	12,789	1,062	815	1,102	1,113	1,027	1,352	1,131	1,088	1,158	979	958	1,004	2014
		972	11,665	945	941	1,086	1,046	991	1,043	884	970	971	995	811	982	2013
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan	FΥ
						ES	D CASES	NEW OPENED	NEW							
-						16 & 20	0, 11, 12,	odes /, 1	Program Codes 7, 10, 11, 12, 16 & 20	7						
- ·						Ö	DI FY TRENDS - FO	TRE	ם ב	ı						

UI FY TRENDS - FO

Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33, 34, 35, 36, 37, 38, 41, 42

	chg 2016 YTD	chg 2016 avg							W.				_			
	60%	63%	2013		2013	rom	down 37)14, and	III halance monthly average is up 7% from 2015, down 29% from 2014, and down 37% from	jown 29%	n 2015. c	5 7% fron	age is ur	othiv ave	ance mor	
	68%	71%	2014)13	% from 2(lown 40%	III balance to date is in 9% from 2015, down 32% from 2014, and down 40% from 2013	from 20	32%. %25. umc	2015 de	9% from	of o in	ance to d	l II hal
	109%	107%	2015				6	15		4	12	13	13	9	٥	Multi
1,158	107%	17,237						18,246	18,206	17,469	17,104	17,117	14,610	16,169	17,568	2016
-8,229	66%	16,078		17,067	17,047	16,430	16,183	16,198	15,571	15,304	15,268	15,981	14,111		19.211	2015
-2,909	89%	24,307		21,447	20,404	21,619	23,888	22,670	25,113	26,548	27,131			- 1	25,994	2014
		27,216			21,288	22,445	21,580	25,729	29,038	34,851	32,572	29,169	25,859	29,396	31,303	2013
AvgChg	Avg	Avg.		Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan	
V ₇₋ V ₇	0/ Cha of					ES	BALANCE OPEN CASES	VCE OP	BALA							
	chg 2016 YTD	chg 2016 avg													i	
	54%	57%	2013	13	from 20.	วwn 43%	4, and do	from 201	UI dispositions monthly average is down 9% from 2015, down 29% from 2014, and down 43% from 2013	2015, do	3% from	is down (average	monthly	positions	UI dis
	68%	71%	2014		2013	% from 2	down 46)14, and	UI dispositions to date are down 11% from 2015, down 32% from 2014, and down 46% from	1own 32%	n 2015, c	11% fron	re down	to date a	, positions	UI dis
	89%	91%	2015				4/10		2/4	1/6	2/10		1/10			Multi
-1,614	91%	17,111	153,996				16,349	18,700	15,409	17,645	17,320	15,807	19,541	17,321	15,904	2016
-5,253	78%	18,725	224,695	17,087	15,488	18,931	17,577	17,767	19,666	19,303	18,729	19,749	20,060	20,754	19,584	2015
-6,193	79%	23,978	287,733	18,900	17,228	23,658	20,520	24,541	25,688	25,221	27,140	26,957	26,573	25,250	26,057	2014
		30,171	362,047	22,868	24,375	27,591	29,065	33,322	35,658	26,058	29,752	29,390	37,440	33,375	33,153	2013
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sep	Aug	luL	unr	Мау	Apr	Mar	Feb	Jan	
							CASES	CLOSED (CL							
	chg 2016 YTD	chg 2016 avg						i					(,		(
	56%	58%	2013	ū	from 20	own 42%	14, and d	from 20	UI registrations monthly average is down 6% from 2015, down 28% from 2014, and down 42% from 2013	2015, dc	6% from	is down	average	monthly	istrations	UI rea
	68%	72%	2014)13	6 from 20	down 44%	14, and (UI registrations to date are down 7% from 2015, down 32% from 2014, and down 44% from 2013	own 32%	2015, d	7% from	are down	to date	istrations	Ul rea
	93%	94%	2015				3	11			II.	ا د	ن ا			Multi
-1,076	94%	17,336	156,020				16,775	18,807	16,201	18,040	- 1	18,348	18,071	15,966	16,472	2016
-5,514	77%	18,411	220,933	17,146	16,111	19,209	17,611	18,448	20,036	19,418	18,055	21,674	19,647	16,163	17,415	2015
-5,731	81%	23,925	287,096	19,991	16,062	21,462	21,805	22,177	24,330	24,702	26,654	30,284	26,279	24,091	29,259	2014
		29,656	355,872	25,020	23,320	28,576	24,997	30,154	29,941	28,418	33,258	32,876	33,967	31,654	33,691	2013
AvgChg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan	ΡΉ
						S	NEW OPENED CASES	OPENE	NEW							
				0,41,42	Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33, 34, 39, 30, 37, 38, 41, 42	, 33, 34, 33	, 29, 30, 31	23, 24, 28,	4, 5, 6, 8,	ies 1, 2, 3,	ogram Coo	Prc				

AO REPORT TO BOARD -- MONTH OF SEPTEMBER 2016

REGISTRATIONS DISPOSITIONS OPEN BALANCE	# Cases 1318 1261 1449	Last Month 1059 1401 1395	Cal Yr 2016 Avg 2015Avg 1168 133 1120 142 1234 161	5Avg 1331 1420 1610
CASE AGING (40days)	34			
TIME LAPSE 45 Days (50%) 75 Days (80%) 150 Days (95%)	53.00% 90.00% 100.00%	28%		
OTHER INFORMATION FO to AO Transfer Rate FO ALJs working in AO Appeal Rate FO to AO Retired Annuitants	1.72 0 6.50%			

California Unemployment Insurance Appeals Board Board Appeal Summary Report

Average Days in Transfer from FO Received Date to Date Received at AO

	September, 2016	2016	August, 2016		July, 2016	June, 2016	16
	Average Days in Transfer	Case Count	Average C Days in C Transfer	Case Count	Average Case Days in Count Transfer	Average t Days in Transfer	Case Count
Fr	2.63	52	1.76	102	0.84 62		74
Ing	1.78	105	2.81	254	2.07 134	3.09	166
Inl	0.60	75	0.91	159	2.20 183	3.05	169
LA	1.02	59	1.69	145	2.27 127	2.70	161
Oak	4.17	46	4.92	105	3.15 52	3.15	67
OC	0.69	49	0.43	104 4	1.06 144	1.31	120
Ox	0.14	43	0.55	92	0.63 89	0.52	94
Pas	5.82	11	5.30	88	9.21 71	5.28	54
Sac	1.60	47	2.50	72	2.23 64	1.38	86
SD	3.41	56	3.17	123	2.91 57	3.06	88
SF	1.00	23	1.26	38	2.75 72	2.07	71
SJ	0.58	36	0.97	35	1.32 38	0.64	44
Тах			6.00	ယ			
Total	1.72	602	2.30	1320	2.38 1093	2.47	1194

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ATTELLAIL						101										
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun '	Average (Current Mo.	TOTAL	Appellants
WORKLOAD														% of Avg.		Current Mo.
Registrations																
UITL	996	986	1,248										1,077	116%	3,230	
D	41	51	46										46	100%	138	
Ruling & T-R	7	4	7										6	117%	18	
Тах	15	15	17										16	109%	47	
Other	0	ω	0										1	0%	3	
Total	1,059	1,059	1,318	0	0	0	0	0	0	0	0	0	1,145	115%	3,436	720
Multi Cases																
Dispositions																
UITL	923	1,325	1,219										1,156	105%	3,467	
D	31	65	35										44	80%	131	
Ruling & T-R	4	5	2										4	55%	11	
Tax	7	ω	4										5	86%	14	
Other	0	ω	_										_	75%	4	
Total	965	1,401	1,261	0	0	0	0	0	0	0	0	0	1,209	104%	3,627	678
Multi Case/Clt																
Balance - Open Cases	ises															
UITL	1,631	1,291	1,317										1,413	93%		
D	65	51	62										59	104%		
Ruling & T-R	9	8	13										10	130%		
Tax	32	44	57										44	129%		
Other	_	_	0										1	0%		
Total	1,738	1,395	1,449	0	0	0	0	0	0	0	0	0	1,527	95%		827 Estimate
Multi Cases																
FO to AO Appeal Rate	Rate															
디T	5.6%	6.4%	6.7%										6.2%	107%		
□	3.9%	5.9%	4.8%										4.8%	98%		
Ruling & T-R	2.4%	1.4%	2.2%										2.0%	109%		
Tax	5.3%	2.9%	6.4%										4.9%	132%		
Other	0.0%	23.1%	0.0%										7.7%	0%		2
Overall Rate	5.5%	6.2%	6.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	429%		

APPELLATE OPERATIONS ~ REPORT SUMMARY

PRODUCTIVITY

At J Disp/wk

Trans Pgs/day Over 120 days old
UI Cases
UI %
UI % w/out Multis PAGES
AVG PGS Per T/S RATIOS TRANSCRIPTS **NET PYs USED** Avg Days-UI (median) Avg Days-UI (mean) CASE AGE TIME LAPSE 45 Day-50 % APPELLATE AO with transcribers AO w/o transcribers AO Non ALJ CTU Non ALJ 75 Day- **80** % 150 Day- **95** % Net PYs AL 29.3 48.52 2,028 78 July 28.50 7.49 19.11 1.90 2.55 40.1 38.0 26 0% 3 48 100 Aug 28 1,861 66 0.00 37.7 34.0 0% 28 91 Sep 26 1,857 71 0.00 34.0 32.0 0% 53 90 100 Oct 0.00 Nov 0.00 Dec 2013-2014 0.00 Jan 0.00 Feb 0.00 Mar 0.00 Apr 0.00 May 0.00 Jun #DIV/0! Average Current Mo. 27 1,915 2.55 2.81 19.1 1.9 28.5 37.3 34.7 40 0% 0% 43 92 7.5 % of Avg.
3 123%
2 98%
100% #DIV/0! #DIV/0! AO 98% 97% 43% 14% 14% 91% 92% 0% 0% 80 5,746

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APPELLATE						2016								AO		
	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Average	Current Mo.	TOTAL	Appellants
WORKLOAD														% of Avg.		Current Mo.
Registrations																
UI TL	937	967	1,345	1,211	960	1,322	996	986	1,248				1,108	113%	9,972	
D	41	33	60	44	46	60	41	51	46				47	98%	422	
Ruling & T-R	2	2	0	_	ω	2	7	4	7				ω	225%	28	
Tax	9	_	6	4	8	11	15	15	17				10	178%	86	
Other	0	0	_	0	_	2	0	3	0				_	0%	7	
Total	989	1,003	1,412	1,260	1,018	1,397	1,059	1,059	1,318	0	0	0	1,168	113%	10,515	720
Multi Cases																
Dispositions																
UITL	1,168	799	1,359	919	1,221	678	923	1,325	1,219				1,068	114%	9,611	
므	39	31	61	37	48	47	31	65	35				44	80%	394	
Ruling & T-R	_	_	ω	0	0	_	4	5	2				2	106%	17	
Tax	9	1	6	_	ω	5	7	S	4				5	73%	49	
Other	0	0	0	_		_	0	3	_				_	129%	7	
Total	1,217	842	1,429	958	1,273	732	965	1,401	1,261	0	0	0	1,120	113%	10,078	678
Multi Case/Clt																
Balance - Open Cases	ses															
UITL		878	902	1,185	917	1,560	1,631	1,291	1,317				1,155	114%		
DI	36	38	38	44	43	55	65	51	62				48	129%		
Ruling & T-R	ω	4		2	5	6	9	00	13				6	229%		
Tax	19	9	9	12	17	23	32	44	57				25	231%		
Other	0	0	1	0	0	_	_	_	0				0	0%		
Total	771	929	951	1,243	982	1,645	1,738	1,395	1,449	0	0	0	1,234	117%		827 Estimate
Multi Cases							_									
FO to AO Appeal Rate	ate															
UI TL	5.5%	6.1%	7.8%	6.2%	6.1%	7.6%	5.6%	6.4%	6.7%				6.4%	104%		
₽	4.3%	3.6%	6.2%	5.2%	4.1%	5.5%	3.9%	5.9%	4.8%				4.8%	99%		
Ruling & T-R	2.8%	2.2%	0.0%	0.5%	1.5%	0.9%	2.4%	1.4%	2.2%				1.6%	141%		
Тах	6.5%	0.8%	8.2%	2.8%	4.9%	6.9%	5.3%	2.9%	6.4%				5.0%	130%		
Other	0.0%	0.0%	5.9%	0.0%	5.3%	25.0%	0.0%	23.1%	0.0%				6.6%	0%		
Overall Rate	5.4%	5.9%	7.6%	6.1%	5.9%	7.4%	5.5%	6.2%	6.5%				6.3%	104%		

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APPELLATE						2016								AO		
	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Average	Current Mo.	8	
TIME LAPSE														% of Avg.		
45 Day- 50 %	73	78	80	77	79	62	48	28	53				64	82%		
75 Day- 80 %	97	93	95	98	95	92	95	91	90				94			
150 Day- 95 %	100	99	100	100	99	100	100	100	100				100	100%		
CASE AGE																
Avg Days-UI (mean)	31.2	29.2	25.0	29.0	33.4	32.3	40.1	37.7	34.0				32.4	105%		
Avg Days-UI (median)	27.0	26.0	22.0	26.0	32.0	30.0	38.0	34.0	32.0				29.7	108%		
Over 120 days old																
UI Cases	ω	0	1	_	4		ယ	ω	2				2			
UI %	0%	0%	0%	0%	0%	0%	0%	0%	0%				0%			
UI % w/out Muttis	0%	0%	0%	0%	0%	0%	0%	0%	0%				0%			
NET PYS USED																
ALJ	9.74	7.94	7.30	8.36	8.54	7.59	7.49						8.1	0%		
AO Non ALJ	17.33	19.30	19.29	19.62	18.32	19.95	19.11						19.0	0%		
CTU Non ALJ	3.33	2.52	2.89	2.34	2.43	2.15	1.90						2.5	0%		
Net PYs	30.40	29.76	29.48	30.32	29.29	29.69	28.50	0.00	0.00	0.00	0.00	0.00		0%		
BATIOS																
AO w/o transcribers	1.78	2.43	2.64	2.35	2.15	2.63	2.55						2.33	#DIV/0!		
AO with transcribers	2.12	2.75	3.04	2.63	2.43	2.91	2.81						2.64	#DIV/0!		
TRANSCRIPTS	37	49	38	38	26	34	26	28	26				34	11%	302	
PAGES	2,917	2,683	2,749	1,955	1,620	2,363	2,028	1,861	1,857				2,226	83%	20,033	
AVG PGS Per T/S	79	55	72	51	62	70	78	66	71				64	111%		
											-					
PRODUCTIVITY																
ALJ Disp/wk	32.9	26.5	46.6	26.0	37.3	21.9	29.3						32.9			
Trans Pgs/day	46.10	53.23	45.30	37.98	33.33	49.96	48.52						46.1	#DIV/0!		

FY OTHER TRENDS-AO Program Codes 9,13, 14, 19, 21,22, 40, 44

							SN	DISPOSITIONS	DISP							
	chg 14/15 YTD	chg 14/15 avg														
	111%	122%	13/14		3/14.	?% from 1	and up 22	n 14/15, i	17% fror	15/16, up	0% from) is up 10	Other registration monthly average is up 100% from 15/16, up 17% from 14/15, and up 22% from	n monthl	egistratic	Other r
	140%	117%	14/15		13/14.	from 13/	ıd up 11%	14/15, an	0% from	5/16, up 4	% from 15	re up 175	Other registrations Jan to date is are up 17% from 15/16, up 40% from 14/15, and up 11% from	ns Jan to	egistratic	Other r
	117%	200%	15/16													
4	200%	7	21										7	7	7	16/17
ယ	58%	4	42	4	4	_	۷	2	2	6	2	2	7	10		15/16
0	104%	6	72	8	14	13	5	ے	6	5	-1	4	4	9	2	14/15
		6	69	4	2	7	8	2	2	4	7	14	4	4	11	13/14
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	June	May	April	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	July	
							SNC	REGISTRATIONS	REGIS							

	Other	Other		16/17	15/16	14/15	13/14	
	Other disposition monthly average up 3% from 15/16, up 5% from 14/15, and down 12% from 13/14.	Other dispositions Jan to date are down 55% from 15/16, up 36% from 14/15, and down 29% from 13/14.		4	19	6	4	July
	on monthly	ns Jan to		8	5	1	7	Aug
	y average	date are		3	9	4	10	Sept
	up 3% fr	down 55%			5	5	2	Sept Oct
	om 15/16	% from 15			2	5	9	Nov Dec
	i, up 5% f	5/16, up 3			9	5	8	Dec
	rom 14/1:	6% from			1	3	7	Jan
	5, and do	14/15, ar			1	5	2	Feb
	wn 12% f	nd down 2			3	4	4	Mar
	rom 13/1	.9% from			1	4	3	April
	4.	13/14.			1	5	4	May
					2	10	8	June
	13/14	14/15	15/16	15	58	57	89	Total
chg 14/15 avg	88%	105%	103%	5	5	5	6	Avg.
chg 14/15 YTD	71%	136%	45%	103%	102%	84%		% Chg of Avg
				0	0			Yr-Yr AvgChg

						ָ כְּ										
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	Мау	June		Avg.	% Chg of Avg	Yr-Yr AvgChg
13/14	18	13	7	19	19	13	1	1	9	13	1	7		11		
14/15	3	11	11	10	6	7	10	6	7	15	24	22		11	101%	0
15/16	4	9	8	5	5	2	3	4	2	2	5	7		5	42%	-6
16/17	10	9	13											11	229%	6
													15/16	229%	152%	
Other b	alance of	f open ca	Other balance of open cases is up 52% from 15/16, up 28% from 14/15, and down 16% from 13/14.	52% fron	ก 15/16, เ	лр 28% fr	om 14/15	, and dov	vn 16% fr	om 13/14	•		14/15	97%	128%	
Other b	alance m	nonthly av	Other balance monthly average is up 129% from 15/16, down 3% from 14/15, and down 2% from 13/14.	up 129%	from 15/	16, down	3% from	14/15, an	nd down 2	% from 1	3/14.		13/14	98%	84%	
														chg 14/15 avg	chg 14/15 YTD	

	chg 14/15 YTD	chg 14/15 avg	n-		13/14.	0% from	d down 4	Open Balance monthly average is up 32% from 15/16, down 28% from 14/15, and down 40% from	8% from), down 2	om 15/16	ıp 32% fr	erage is u	onthly av	alance m	Open E
	56%	60%	13/14	ļ		n 13/14.	44% fron	Open Balance to date is up 11% from 15/16, down 28% from 14/15, and down 44% from 13/14.	14/15, a	?8% from	ô, down 2	om 15/1	up 11% fi	date is	Balance to	Open E
	72%	72%	14/15	· · · · · ·												
	111%	132%	15/16													
372	963%	1,527											1,449	1,395	1,738	16/17
-963	862%	1,156		1,645	982	1,243	951	929	771	998	1,222	1,006	1,137	1,483	1,499	15/16
-426	83%	2,119		1,752	2,436	2,290	2,028	1,690	1,783	1,970	2,562	2,575	2,049	1,804	2,484	14/15
		2,545		2,671	2,625	2,509	1,910	2,452	2,057	2,340	2,894	2,863	2,509	2,758	2,948	13/14
Yr-Yr AvgChg	% Cng of Avg	Avg.		June	May	April	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	July	
	200						CASES	OPEN C	BALANCE	BAL						
	chg 14/15 YTD	chg 14/15 avg			n 13/14.	36% from	; uwop pr	Disposition monthly average is down 3% from 15/16, down 22% from 14/15, and down 36% from	2% from	i, down 2.	om 15/16	wn 3% fr	age is do	thly aven	ition mon	Dispos
	51%	64%	13/14		13/14.)% from '	down 48	Dispositions Jan to date are down 26% from 15/16, down 32% from 14/15, and down 49% from 1	% from 1.	down 32'	n 15/16,	26% from	are down	to date	itions Jar	Dispos
	68%	78%	14/15	····												
	74%	97%	15/16													
-39	946%	1,209	3,627										1,261	1,401	965	16/17
-293	81%	1,248	14,970	732	1,273	958	1,429	842	1,217	1,413	947	1,242	1,432	1,597	1,888	15/16
-359	81%	1,541	18,489	1,798	1,320	1,346	1,269	1,377	1,415	1,637	1,438	1,568	1,925	1,813	1,583	14/15
		1,900	22,796	1,634	1,661	1,877	1,743	1,549	1,517	2,208	1,660	1,853	2,120	2,716	2,258	13/14
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	June	May	April	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	July	
							S	DISPOSITIONS	DISPC							
	chg 14/15 YTD	chg 14/15 avg			13/14.	9% from	down 3	Registration monthly average down 8% from 15/16, down 24% from 14/15, and down 39% from 13/14.	% from 1	down 24	m 15/16,	n 8% fro	rage dow	nthly ave	ration mo	Regist
	53%	61%	13/14		14.	from 13/	wn 47%	Registrations Jan to date down 20% from 15/16, down 34% from 14/15, and down 47% from 13/14.	rom 14/1	wn 34% f	5/16, do	% from 1	down 20	n to date	rations Ja	Regist
	66%	76%	14/15													
	80%	92%	15/16													
-94	92%		3,436										1,318	1,059	1,059	16/17
-259	83%		14,871	1,397	1,018	1,260	1,412	1,003	989	1,206	1,156	1,114	1,088	1,586	1,642	15/16
-375	80%		17,982	1,116	1,470	1,608	1,605	1,288	1,095	1,417	1,298	1.873	1.636	1.729	1.847	14/15
		1,874	22,486	1,812	1.623	1.959	1.620	1.666	1.681	1.665	1.612	2.377	2.359	2.055	2.057	13/14
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	June	Мау	April	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	July	
							SN	REGISTRATIONS	REGIS'				•			
						:		1	1	i !						

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FY TAX TRENDS-AO Program Codes 15, 17, 18, 32, 45, 46, 47, 48

							REGIST	REGISTRATIONS	SN							
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
13/14	12	12	5	42	9	27	24	11	18	9	1	8	178	15	:	
14/15	0	5	10	5	11	9	3	8	9	5	6	1	72	6	40%	-9
15/16	6	5	10	51	2	4	9	_	6	4	8	11	71	6	99%	0
16/17	15	15	17					į			:		47	16	265%	10
									:				15/16	265%	224%	
Tax rec	istrations	s Jan to d	Tax registrations Jan to date are 124% up from 15/16, up 213% from 14/15 and up 62% from 13/14	24% up fr	om 15/16	, up 2139	% from 12	1/15 and u	up 62% fr	om 13/14	<u> </u>		14/15	261%	313%	
Jax rec	Jistration	monthly a	ax registration monthly average is up 165% from 15/16, up 161% from 14/15, and up 6% from	%col. dn	o Trom 15	/16, up 1	o I % Trom	1 14/15, a	nd up o%	10111 13/14	4		13/14	100%	102/0	
														chg 14/15 avg	chg 14/15 YTD	
						;	DISPC	DISPOSITIONS	S					i		
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
13/14	28	38	18	20	13	39	8	16	12	7	13	32	244	20		
14/15	6	10	0	5	7	5	5	13	0	12	10	ω	76	6	31%	-14
15/16	7	9	4	11	4	4	9	111	6	_1	3	5	74	6	97%	0
16/17	7	ω	4										14	5	76%	-2
													15/16	76%	70%	
Tax dis	positions	Jan to da	Tax dispositions Jan to date are down 30% from 15/16, down 32% from 14/15 and down 83% from 13/14.	wn 30% f	from 15/1	6, down (32% from	14/15 ar	nd down 8	33% from	13/14.		14/15	74%	88%	
Tax dis	position r	nonthly a	Tax disposition monthly average is down 24% from 15/16, down 26% from 14/15, and down 77% from 13/14.	down 24	% from 1	5/16, dow	/n 26% fr	om 14/15	i, and dov	vn 77% fr	om 13/14		13/14	23%	17%	
														chg 14/15 avg	chg 14/15 YTD	
						BAI	BALANCE	OPEN C	CASES							
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June		Avg.	% Chg of Avg	Yr-Yr AvgChg
13/14	82	58	48	67	68	51	74	63	69	71	59	35		62		
14/15	22	18	28	27	31	35	33	28	37	30	26	25		28	46%	-34
15/16	24	20	26	20	19	19	19	9	9	12	17	23		18	64%	-10
16/17	32	44	57											44	245%	26
									:				15/16	245%	190%	
Tax bal	ance of o	pen cases	Tax balance of open cases to date is up 90% from 15/16, up 96% from 14/15, and down 39% from 1	up 90% t	from 15/1	6, up 96%	from 14/	15, and d	own 39%	from 13/14	4 2		14/15	156%	196%	
l ax ba	ance mo	ntniy avei	Tax balance monthly average is up 145% form 15/16, up 56% fform 14/15, and down 59% fform	145% 10	1117 107 101	, up so %	(#)	ro, ario o	OWII 3970		1	_	13/14	chg 14/15 avg	chg 14/15 YTD	
														•	•	

	chg to 14/15 YTD	chg 14/15 avg		13/14.	% from	down 19	/15, and	from 14,	vn 43%	i/16, dov	from 15	up 13%	Open Balance monthly average up 13% from 15/16, down 43% from 14/15, and down 19% from 13/14.	nonthly	alance r	Open B
	102%	81%	13/14	13/14.	from 13	nd up 2%	14/15, aı	3% from	down 33	n 15/16,	34% fror	is down	Open Balance of DI case to date is down 34% from 15/16, down 33% from 14/15, and up 2% from	f DI case	alance o	Open B
	67%	57%	14/15													
	66%	113%	15/16													
7	40%	59											62	51	65	16/17
-52	142%	52		55	43	44	38	38	36	34	37	32	82	112	77	15/16
31	142%	104		106	109	125	111	107	127	82	112	106	91	81	92	14/15
		73		82	71	68	60	61	52	79	115	116	71	49	55	13/14
Yr-Yr AvgChg	% Chg of Avg	Avg.		June	May	April	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	July	
						S	CASE	OPEN	BALANCE	BAL						
							,						ď			
	chg to 14/15 YTD	<u>ن</u>	-	rom 13/1	'n 16% fi	and dow	n 14/15,	2% fron	. down 2	m 15/16	22% froi	s down	DI disposition monthly average is down 22% from 15/16, down 22% from 14/15, and down 16% from 13/14.	onthly a	osition m	DI disp
	90% 75%	/8% 84%	13/14	3/14	from 13/	wn 25%	4/15 do	from 1	איר 10% 10%	15/16 d	% from 1	own 450	DI dispositions. Ian to data are down 45% from 15/16, down 10% from 14/15, down 25% from 1	lan to d	nei t ione	DI disp
	55%	78%	15/16													
	1302.70	17	<u>-</u>										ပ္ပ	00	١٥	10/1/
<u>ا</u>	1500%	44	131	ţ	5	0/	2	٥	S.	00	40	0/) 	Si O	2 0	01/01
0	101%	25	676	47	48	37	81	<u>ب</u>	30	ה ה	2	97	101	25	80	45/40
4	107%	56	672	52	74	59	53	74	59	56	45	55	50	50	45	14/15
		52	627	46	45	50	38	37	59	78	56	44	52	69	53	13/14
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	June	May	April	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Bny	Alnr	
							SN	DISPOSITIONS	DISP							
	chg to 14/15 YTD	chg 14/15 avg		Irom 13/	vn 14%	and dov	m 14/15,	20% tro	o, down)m 15/1¢	12% trc	is down	DI registration monthly average is down 12% from 15/16, down 20% from 14/15, and down 14% from 13/14.	nonthly	stration r	
	80%		3/14	·	m 13/14) 20% trc	14/15, up	% trom '	own 105	15/16, d	% from	down 36	DI registrations Jan to date are down 36% from 15/16, down 10% from 14/15, up 20% from 13/14.	Jan to c	strations	DI regis
	90%	80%	14/15												•	
	64%	%88	15/16													
-6	88%	46	138										46	51	41	16/17
-6	90%	52	628	60	46	44	60	33	41	54	38	37	72	91	52	15/16
ζī	109%	58	694	51	56	72	57	54	59	71	52	69	59	39	55	14/15
		53	639	57	48	60	36	45	35	43	55	88	74	61	37	13/14
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	June	May	April	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	Alnr	
							SNO	REGISTRATIONS	REGIS							
						,	,		(
					20	12, 16 &	Program Codes 7,10, 11, 12, 16 & 20	Codes 7	ogram (P						-
						5	EY DI TRENDS-AO		 رً							

	chg 14/15 YTD	chg 14/15 avg	ш		-			, i o, and	0 10 11	down of		01/01101	igo io ap	ally avera	מוכפ וזוסוונ	טן צמומ
	71%	60%	13/14	-	13/14	% from 1	down 31	1/15 and	% from 1.	down 200	n 15/16	240/ from		hly avora	III balance monthly aversage is the 31% from 15/16 down 30% from 14/15, and down 31% from	
	62%	70%	14/15	-	+>	from 13/1	own 29%	/15. and d	% from 14	. down 38	om 15/16	ъ 13% fr	date are ı	n cases to	UI halance of open cases to date are up 13% from 15/16. down 38% from 14/15, and down 29% from 13/14	UI balan
	113%	131%	15/16													
333	131%	1,413											1,317	1,291	1,631	16/17
-946	53%	1,080		1,560	917	1,185	902	878	713	943	1,161	949	1,021	1,342	1,394	15/16
-29	99%	2,026		1,599	2,277	2,120	1,873	1,549	1,613	1,937	2,181	2,340	2,047	2,349	2,432	14/15
÷		2,055		2,166	1,979	1,986	1,936	2,106	1,994	1,827	2,360	2,373	1,923	1,684	2,329	13/14
Yr-Yr AvgChg	% Chg of Avg	Avg.		June	May	April	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	July	
							CASES	OPEN (BALANCE	BAI						
	chg 14/15 YTD	chg 14/15 avg								•						
	51%	63%	13/14		om 13/14	'n 37% fro	and dow	ım 14/15,	n 22% fro	i/16, dow	from 15	Jown 2 %	erage is o	onthly ave	UI disposition monthly average is down 2% from 15/16, down 22% from 14/15, and down 37% from 13/14	UI disp
	67%	78%	14/15		า 13/14	49% fron	ınd down	າ 14/15, a	33% from	16, down	rom 15/1	vn 25% f	e are dov	an to date	UI dispositions Jan to date are down 25% from 15/16, down 33% from 14/15, and down 49% from 13/14	UI disp
	75%	98%	15/16													
-25	98%	1,156	3,467										1,219	1,325	923	16/17
-293	80%	1,180	14,162	678	1,221	919	1,359	799	1,168	1,345	907	1,139	1,318	1,527	1,782	15/16
-348	81%	1,473	17,676	1,733	1,231	1,271	1,212	1,285	1,348	1,571	1,381	1,503	1,871	1,752	1,518	14/15
		1,821	21,853	1,548	1,599	1,817	1,689	1,490	1,443	2,083	1,582	1,787	2,040	2,602	2,173	13/14
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	June	May	April	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	July	
							S	DISPOSITIONS	DISPC							
	chg 14/15 YTD	chg 14/15 avg											(,		(
•	52%	60%	13/14		from 13/14	vn 40% fr	, and dov	om 14/15	n 25% fro	5/16, dow	6 from 1:	down 9%	erage is	onthly av	UI registration monthly average is down 9% from 15/16, down 25% from 14/15, and down 40%	Ul regis
	64%	75%	14/15		n 13/14	48% from	uwop pue	n 14/15.	36% fron	16. down	from 15/	vn 75% :	e are do	lan to dat	Hereistrations lan to date are down 75% from 15/16, down 36% from 14/15, and down 48% from 13/14	l l regio
	25%	91%	15/16										· ·			
-101	91%	1,077	3,230										1,248	986	996	16/17
-251	82%	1,178	14,130	1,322	960	1,211	1,345	967	937	1,142	1,114	1,070	999	1,480	1,583	15/16
-371	79%	1,429	17,144	1,056	1,394	1,518	1,534	1,225	1,027	1,332	1,234	1,795	1,563	1,676	1,790	14/15
		1,800	21,600	1,743	1,572	1,883	1,558	1,608	1,620	1,591	1,541	2,233	2,276	1,978	1,997	13/14
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	June	May	April	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	July	
							SN	REGISTRATIONS	REGIS							
·			41, 42	37, 38, 4	34, 35, 36, 37, 38, 41, 42		3, 29, 30,	23, 24, 28	Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33,	1, 2, 3, 4	າ Codes	Progran	_			
						J	FY UI TRENDS-AO		딛							

			APPE	APPELLATE OPERATIONS TL & Case Aging TRENDS	PERATION	ONS TL	& Case A	\ging TF	RENDS				
	Apr	Мау	Jun	luľ	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Avg.
Standard 45- Day	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
Standard 75- Day	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Standard 150- Day	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard Case Age	40	40	40	40	40	40	40	40	40	40	40	40	40
10/11 45-Day	83.1%	80.3%	80.9%	81.5%	83.4%	86.7%	85.9%	77.0%	48.1%	28.8%	11.4%	12.9%	63.3%
	97.5%	98.2%	97.5%	98.0%	96.9%	97.2%	98.4%	97.7%	95.6%	89.3%	88.1%	90.1%	95.4%
	99.8%	99.9%	99.9%	100.0%	99.4%	99.9%	99.7%	99.8%	99.7%	99.9%	99.6%	99.8%	%8.66
Case Aging	26	28	27	27	25	28	28	33	38	38	36	34	31
11/12 45-Day	5.2%	6.9%	4.6%	10.1%	10.6%	10.5%	11.6%	11.7%	17.2%	16.6%	47.9%	70.0%	18.6%
11/12 75-Day	89.2%	87.9%	60.8%	43.9%	40.0%	43.1%	72.7%	86.4%	89.5%	85.5%	91.0%	90.8%	73.4%
11/12 150-Day	99.7%	99.4%	99.4%	97.3%	98.9%	99.0%	98.9%	99.2%	99.5%	99.3%	99.3%	99.1%	99.1%
Case Aging	39	45	43	47	48	44	39	38	39	37	32	30	40
12/13 45-Day	66.4%	57.4%	20.5%	12.8%	28.7%	40.7%	25.5%	22.1%	14.3%	13.1%	24.0%	53.3%	31.6%
12/13 75-Day	94.0%	91.8%	81.7%	80.9%	80.6%	76.4%	75.4%	83.2%	75.3%	82.7%	76.6%	90.6%	82.4%
12/13 150-Day	99.3%	99.5%	99.4%	99.7%	99.2%	99.0%	99.0%	99.6%	98.3%	99.7%	99.8%	99.7%	99.4%
Case Aging	31	38	44	48	44	49	45	45	41	41	35	29.1	41
13/14 45-Day	62.3%	76.0%	72.4%	56.6%	77.4%	80.5%	74.5%	52.4%	52.5%	51.0%	59.1%	77.1%	66.0%
13/14 75-Day	92.1%	94.4%	90.7%	90.3%	94.8%	96.3%	97.3%	93.1%	92.3%	91.6%	93.3%	96.3%	93.5%
13/14 150-Day	99.7%	99.7%	99.8%	99.8%	99.6%	99.9%	99.9%	99.5%	99.6%	99.4%	99.6%	99.9%	99.7%
Case Aging	30.1	31.0	32.2	30.1	28.4	24.0	31.1	35.0	33.8	31.8	27.8	29.3	30.4
14/15 45-Day	77.9%	79.7%	69.8%	42.1%	48.6%	56.9%	38.5%	39.7%	42.4%	45.1%	20.5%	57.5%	51.6%
14/15 75-Day	96.9%	96.4%	95.7%	96.1%	90.6%	93.4%	91.3%	88.8%	82.1%	67.8%	77.4%	93.6%	89.2%
14/15 150-Day	99.2%	99.8%	99.8%	99.8%	99.7%	99.8%	99.5%	99.5%	99.0%	99.9%	99.8%	99.8%	99.6%
15/16 45-Day	43.2%	21.1%	35.1%	40.2%	69.0%	68 4%	82.5%	81.0%	73.4%	72.8%	77 7%	79.8%	62 0%
15/16 75-Day	92.4%	94.6%	87.9%	89.1%	95.3%	94.6%	96.4%	97.3%	97.6%	96.6%	93.4%	94.6%	94.1%
15/16 150-Day	99.6%	99.8%	99.8%	99.4%	99.8%	98.9%	99.4%	99.5%	99.8%	99.7%	99.2%	99.8%	99.6%
Case Aging	37.3	40.9	42.2	33.1	32.9	29.8	29.6	31.5	30.8	31.2	29.2	25.0	32.8
16/17 45-Day	77.4%	78.9%	62.1%	47.7%	27.8%	52.6%							57.8%
16/17 75-Day	98.0%	95.2%	92.3%	95.1%	91.1%	90.2%							93.6%
16/17 150-Day	99.7%	99.4%	99.7%	100.0%	100.0%	99.6%							99.7%
Case Aging	29.0	33.4	32.3	40.1	37.7	34.0							34.4

	chg to '14 YTD	chg to '14 avg			2013	i8% from	nd down 5	2014, ar	47% from	5, down .	from 201	own 24%	verage do	nonthly a	Open Balance monthly average down 24% from 2015, down 47% from 2014, and down 58% from 2013	Open
	41%	42%	2013		2013	9% from :	down 5	2014, and	3% from 2	down 46	om 2015,	n 31% fro	te is dow	Jan to da	Open Balance Jan to date is down 31% from 2015, down 46% from 2014, and down 59% from 2013	Open
	54%	53%	2014													
	69%	76%	2015													
-382	76%	1,228					1,449	1,395	1,738	1,645	982	1,243	902	929	771	2016
-695	70%	1,610	998	998	1,222	1,006	1,137	1,483	1,499	1,752	2,436	2,290	2,028	1,690	1,783	2015
-607	79%	2,306	1,970	1,970	2,562	2,575	2,049	1,804	2,484	2,671	2,625	2,509	1,910	2,452	2,057	2014
		2,913	2,340	2,340	2,894	2,863	2,509	2,758	2,948	3,141	3,014	2,906	3,018	2,902	3,663	2013
Yr-Yr AvgChg	% Chg of Avg	Avg.	End of yr Total	Dec	Nov	Oct	Sept	Aug	July	June	May	April	Mar	Feb	Jan	
							CASES	OPEN	BALANCE	BAI						
	chg to '14 YTD	chg to '14 avg			2013	4% from	down 5	2014, and	3% from 2	down 33	om 2015	n 22% fro	rage dow	າthly ave	Disposition monthly average down 22% from 2015, down 33% from 2014, and down 54% from 2013	Dispo
	43%	46%	2013		013	% from 2	down 57	014, and	% from 2	down 28	m 2015,	า 57% fro	are dowr	n to date	Dispositions Jan to date are down 57% from 2015, down 28% from 2014, and down 57% from 2013	Dispo
	72%	67%	2014													
	43%	78%	2015													
-308	78%	1,112	10,008				1,261	1,401	965	732	1,273	958	1,359	842	1,217	2016
-242	85%	1,420	17,044	1,413	947	1,242	1,432	1,597	1,888	1,798	1,320	1,346	1,269	1,377	1,415	2015
-751	69%	1,662	19,945	1,637	1,438	1,568	1,925	1,813	1,583	1,634	1,661	1,877	1,743	1,549	1,517	2014
		2,414	28,962	2,208	1,660	1,853	2,120	2,716	2,258	1,999	2,605	2,810	3,498	2,314	2,921	2013
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sept	Aug	July	June	Мау	April	Mar	Feb	Jan	
							S	DISPOSITIONS	DISPO							
	City to 14	i i avg			7)	id down	1, a	7 /0 H CH	o, down	0111 201	WI 13/61	grade nov	Jillily ave	Registration monthly average down 13/6 nom 2013, down 31/6 nom 2014, and down 32/6 nom 2010	Keyis
******	cha to '14 VIII	* ha + h * 1 / 1 / 1 / 1 / 1 / 1 / 1 / 1 / 1 / 1			2013	50% from	down b	2017 25	10/ from		304	120/ f		54h		D 0
	45%	48%	2013		ယ	from 201	wn 55%	4, and do	from 201	wn 33% :	2015, do	6% from	e down 1	an to date	Registrations Jan to date down 16% from 2015, down 33% from 2014, and down 55% from 2013	Regis
	67%	69%	2014													
	84%	87%	2015													
-170	87%		10,448				1,318	1,059	1,059	1,397	1,018	1,260	1,345	1,003	989	2016
-349	79%	1,331	15,974	1,206	1,156	1,114	1,088	1,586	1,642	1,116	1.470	1.608	1.605	1.288	1.095	2015
-725	70%	1,680	20,161	1,417	1,298	1,873	1,636	1,729	1,847	1,812	1,623	1,959	1,620	1,666	1,681	2014
		2,405	28,858	1,665	1,612	2,377	2,359	2,055	2,057	2,082	2,735	3,403	3,003	2,721	2,789	2013
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sept	Aug	July	June	Мау	April	Mar	Feb	Jan	
							SNC	REGISTRATIONS	REGIS							
																_

	chg to '14 YTD	chg to '14 avg	_													
	92%	66%	2013		2013	Other balance monthly average down 37% from 2015, down 19% from 2014, and down 34% from 2013	id down 3	2014, an	19% from	5, down 1	from 201	wn 37%	verage do	าonthly av	oalance n	Other t
	82%	81%	2014			Other balance of open cases is down 48% from 2015, down 18% from 2014, and up 8% from 2013	d up 8% f	2014, and	8% from	5, down 1	rom 201	wn 48% 1	ses is do	f open ca	oalance c	Other b
	52%	63%	2015													
-4	63%	6					13	9	10	7	5	2	2	4	3	2016
2	130%	10	2	2	5	5	8	9	4	22	24	15	7	6	10	2015
-2	81%	00	7	7	6	10	11	11	3	7	11	13	9	1	1	2014
		9	13	13	19	19	7	13	18	11	2	5	2	2	0	2013
Yr-Yr AvgChg	% Chg of Avg	Avg.	End of yr Total	Dec	Nov	Oct	Sept	Aug	July	June	May	April	Mar	Feb	Jan	
							CASES	OPEN	BALANCE	B/						
	chg to '14 YTD	chg to '14 avg														
	46%	45%	2013		m 2013	Other disposition monthly average down 60% from 2015, down 41% from 2014, and down 55% from 2013	and dow	om 2014,	'n 41% fro	?015, dow	% from 2	down 60	y average	n monthly	dispositio	Other o
	62%	59%	2014	_	n 2013	Other dispositions Jan to date are down 62% from 2015, down 38% from 2014, and down 54% from 2013	and down	m 2014,	า 38% fro	015, dow	% from 2	down 62°	date are	ns Jan to	dispositio	Other o
	38%	40%	2015													
-4	40%	သ	24				3	8	4	2	1	1	3	1	1	2016
2	148%	7	80	9	2	5	9	5	19	10	5	4	4	5	3	2015
-	76%	5	54	5	5	5	4	1	6	8	4	3	4	2	7	2014
		6	71	8	9	2	10	7	4	4	15	2	3	3	4	2013
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sept	Aug	July	June	May	April	Mar	Feb	Jan	
							SN	DISPOSITIONS	DISP							
	chg to '14 YTD	chg to '14 avg											,		(
	60%	56%	2013	Č	from 2013	1 44% from	Other registrations sain to date are down 46% from 2015 and down 12% from 2014, and down 44% Other registration monthly average down 38% from 2015, down 7% from 2014, and down 44%	m 2014,	vn 7% fro	2015, dov	3% from	e down 3	ly averag	on monthl	registratio	Other I
	54%	62%	2015	ò	500	300/		, final 20	L					-		2
-2	62%	4	35				7	7	7	4	4	1	1	2	2	2016
2	150%	6	75	6	2	2	7	10	1	8	14	13	5	1	6	2015
ώ	60%	4	50	5	1	4	4	9	2	4	2	7	8	2	2	2014
		7	83	4	7	14	4	4	11	5	13	6	6	4	2	2013
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sept	Aug	July	June	Мау	April	Mar	Feb	Jan	
							SNO	REGISTRATIONS	REGIS							
					, 44	9,13, 14, 19, 21,22, 40, 44	3, 14, 19,		Program Codes	Pro						-
			٠			AO	OTHER TRENDS-AO	HER TF	ОТ							â

TAX TRENDS-AO Program Codes 15, 17, 18, 32, 45, 46, 47, 48

						Ġ				,						
							REGIS.	REGISTRATIONS	SNS							:
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	27	0	0	53	24	17	12	12	5	42	9	27	228	19		
2014	24	11	18	9	_	8	0	5	10	5	11	9	111	9	49%	-10
2015	ω	8	9	5	6	1	6	5	10	5	2	4	64	5	58%	-4
2016	9	_	6	4	∞	11	15	15	17				86	10	179%	4
													2015	179%	162%	i
Tax re	gistration	s Jan to c	date are u	p 62% fro	om 2015,	Tax registrations Jan to date are up 62% from 2015, equal to 2014, and down 43% from 2013	2014, and	down 4	3% from 2	2013			2014	103%	100%	
Tax re	gistration	monthly	average i	s up 79%	from 20	Tax registration monthly average is up 79% from 2015, up 3% from 2014, and down 50% from 2	from 20	14, and d	own 50%	from 2013	3		2013	50%	57%	
														chg to '14 avg	chg to '14 YTD	
							DISPC	DISPOSITIONS	S							
	Jan	Feb	Mar	April	Мау	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	25	11	15	16	15	10	28	38	18	20	13	39	248	21		
2014	8	16	12	7	13	32	6	10	0	5	7	5	121	10	49%	-11
2015	5	13	0	12	10	3	7	9	4	11	4	4	82	7	68%	ယ်
2016	8	11	6	1	3	5	7	ω	4				48	5	78%	-2
													2015	78%	76%	
Tax dis	spositions	s Jan to d	ate are up	5 24% fro	m 2015,	Tax dispositions Jan to date are up 24% from 2015, down 54% from 2014 and down 73% from 2013	6 from 20	14 and d	own 73%	from 20	13		2014	53%	46%	
I ax uis	Sposition	monuny o	y or age	2008	. /0 11 0111	i ax disposition monthly average is down 22/0 moin 2010, down 77/0 moin 2017, and down 77/0	77 70 17	0.11	21 20 20 20 20 20 20 20 20 20 20 20 20 20		101		0.10	chg to '14 avg	chg to '14 YTD	
						BAI	BALANCE	OPEN (CASES							
	Jan	Feb	Mar	April	Мау	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	72	61	46	83	92	97	82	58	48	67	68	51	51	69		
2014	74	63	69	71	59	35	22	18	28	27	31	35	35	44	64%	-24
2015	33	28	37	30	26	25	24	20	26	20	19	19	19	26	58%	-19
2016	19	9	9	12	17	23	32	44	57					25	96%	-1
													2015	96%	89%	
Tax ba	lance of c	pen case	s Jan to d	ate is dow	m 11% fro	Tax balance of open cases Jan to date is down 11% from 2015, down 49% from 2014, and down 65% from 2013	down 49%	6 from 20	14, and d	own 65%	from 2013	<u> </u>	2014	56%	51%	
l ax ba	lance mo	miny ave	rage is de	JWH 4% I	0111 2013	Tax balance monthly average is down 4% form 2015, down 44% from 2014, and down 04% from	+70 11 011 1	2014, dili	1 COWIT OF		2010		2013	chg to '14 avg	chg to '14 YTD	
														,	ľ	

	chg to '14 YTD	chg to '14 avg		1 2013.	39% from	d down (Open Balance monthly average down 46% from 2015, down 43% from 2014, and down 39% from 2013.	% from 2	own 43°	2015, d	3% from	down 4	average	monthly	Balance i	Open E
	69%	61%	2013	Ξ	from 201)wn 31%	Open Balance of DI Jan to date down 55% from 2015, down 34% from 2014, and down 31% from 2013.	rom 201	/n 34% f	015, dow	6 from 2	down 55°	to date o	f DI Jan	alance o	Open B
	66%	57%	2014													
	45%	54%	2015													
-40	54%	48					62	51	65	55	43	44	38	38	36	2016
5	106%	88	34	34	37	32	82	112	77	106	109	125	111	107	127	2015
6	107%	84	127	127	112	106	91	81	92	82	71	68	60	61	52	2014
		78	79	79	115	116	71	49	55	72	91	78	50	110	51	2013
Yr-Yr AvgChg	% Chg of Avg	Avg.	End of yr Total	Dec	Nov	Oct	Sept	Aug	July	June	May	April	Mar	Feb	Jan	
						S	CASES	OPEN	BALANCE	BAL						
			_													!
	chg to '14 YTD	chg to '14 avg		2013.	B	down 36	DI disposition monthly average down 33% from 2015, down 9% from 2014, and down 36% from	from 20	3% nwc	2015, do	% from	down 33	average	nonthly a	osition n	DI disp
	61%	64%	2014		013	% from 2	DLdispositions lap to date down 35% from 2015, down 6% from 2014, down 30% from 2013	2014	3% from	down f	om 2015	n 35% fr	ate dow	d to	oeitione	DI disp
	0/0/	010/	2014													
	65%	67%	2015													
-22	67%	44	394				35	65	31	47	48	37	61	31	39	2016
17	136%	65	784	55	34	87	101	56	08	52	74	59	53	74	59	2015
-21	70%	48	576	56	45	55	50	50	45	46	45	50	38	37	59	2014
		69	822	78	56	44	52	69	53	65	71	88	117	60	69	2013
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sept	Aug	Alnr	eunr	Мау	April	Mar	Feb	Jan	
							SN	DISPOSITIONS	DISP							
			_				; ;			1		-	2 0 0 0	i o i a ii y	9	0.10
	chg to '14 YTD	chg to '14 avg		2013	33% from	down (DI registration monthly average down 19% from 2015, down 10% from 2014, and down 33% from 2013.	% from ?	own 10°	2015 d	a% from	down 1	average	monthly	stration r	D regio
	65%	67%	2013		2013.	% from :	DI registrations Jan to date down 25% from 2015, 3% down from 2014, down 35% from 2013.	n 2014, ı	wn fron	5, 3% do	om 201	'n 25% f	date dow	Jan to o	strations	DI regi
	97%	90%	2014	_												
	75%	81%	2015													
11	81%	47	422				46	51	41	60	46	44	60	33	41	2016
6	111%	58	693	54	38	37	72	91	52	51	56	72	57	54	59	2015
-17	75%	52	626	71	52	69	59	39	55	57	48	60	36	45	35	2014
		70	834	43	55	88	74	61	37	46	84	118	55	121	52	2013
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sept	Aug	July	June	Мау	April	Mar	Feb	Jan	
						,	SNO	REGISTRATIONS	REGIS							
						į										
					20	12, 16 & 20	Program Codes 7,10, 11, 12,	Codes 7	ogram (Pr						
						2	N_0-0									

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UI TRENDS-AO

				Program	Codes	Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33, 34, 35, 36, 37, 38, 41, 42	5, 6, 8, 2	3, 24, 28,	, 29, 30, 3	31, 33, 34	, 35, 36,	37, 38, 4	н, 42			
							REGISTRATIONS	RATIO	SN							
	Jan	Feb	Mar	April	Мау	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	2,708	2,596	2,942	3,223	2,614	2,014	1,997	1,978	2,276	2,233	1,541	1,591	27,713	2,309		
2014	1,620	1,608	1,558	1,883	1,572	1,743	1,790	1,676	1,563	1,795	1,234	1,332	19,374	1,615	70%	-695
2015	1,027	1,225	1,534	1,518	1,394	1,056	1,583	1,480	999	1,070	1,114	1,142	15,142	1,262	78%	-353
2016	937	967	1,345	1,211	960	1,322	996	986	1,248				9,972	1,108	88%	-154
													2015	88%	84%	
Ul regi	strations	Jan to da	UI registrations Jan to date are down 16% from 2015, down 34% from 2014, and down 55% from 2013	wn 16% fi	rom 2015	5, down 3	4% from	2014, and	d down 5	5% from	2013		2014	69%	66%	
UI regi	stration n	nonthly av	UI registration monthly average is down 12% from 2015, down 31% from 2014, and down 52% from 2013	down 129	% from 20	015, dow	n 31% fro	m 2014,	and dowr	า 52% fro	m 2013	***************************************	2013	48%	45%	
		•	. (chg to '14 avg	chg to '14 YTD	
							DISPO	DISPOSITIONS	S							
	Jan	Feb	Mar	April	Мау	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	2,823	2,240	3,363	2,704	2,504	1,920	2,173	2602	2040	1787	1582	2083	27,821	2,318		
2014	1,443	1,490	1,689	1,817	1,599	1,548	1,518	1,752	1,871	1,503	1,381	1,571	19,182	1,599	69%	-720
2015	1,348	1,285	1,212	1,271	1,231	1,733	1,782	1,527	1,318	1,139	907	1,345	16,098	1,342	84%	-257
2016	1,168	799	1,359	919	1,221	678	923	1,325	1,219				9,611	1,068	80%	-274
											1		2015	80%	76%	:
UI disp	ositions	Jan to dat	UI dispositions Jan to date are down 24% from 2015, down 35% from 2014, and down 57% from	vn 24% fr	om 2015	, down 35	5% from 2	2014, and	down 57	% from 2	2013		2014	67%	65%	
UI disp	osition m	onthly av	UI disposition monthly average is down 20% from 2015, down 33% from 2014, and down 54% from 2013	down 20%	6 from 20)15, down	1 33% from	m 2014, a	and down	54% from	n 2013		2013	46%	43%	
														chg to '14 avg	chg to '14 YTD	
						BAL	BALANCE (OPEN CASES	ASES							
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	1,933	2,279	1,809	2,336	2,432	2,491	2,329	1,684	1,923	2,373	2,360	1,827	1,827	2,148		
2014	1,994	2,106	1,936	1,986	1,979	2,166	2,432	2,349	2,047	2,340	2,181	1,937	1,937	2,121	99%	-27
2015	1,613	1,549	1,873	2,120	2,277	1,599	1,394	1,342	1,021	949	1,161	1,161	1,161	1,505	71%	-616
2016	713	878	902	1,185	917	1,560	1,631	1,291	1,317				10,394	1,155	77%	-350
													2015	77%	70%	
UI balaı	nce of ope	n cases Ja	UI balance of open cases Jan to date are down 30% from 2015, down 45% from 2014, and down 46% from 2013	are down 3	30% from	2015, dow	⁄n 45% fro	m 2014, a	nd down 2	16% from :	2013		2014	54%	55%	
UI bala	ınce mon	thly avera	UI balance monthly average is down 23% from 2015, down 46% from 2014, and down 46% from	vn 23% fr	om 2015	, down 46	3% from 2	2014, and	l down 46	3% from 2	2013		2013	54%	54%	
													0	chg to '14 avg	chg to '14 YTD	

			APPI	APPELLATE OPERATIONS TL & Case Aging TRENDS)PERATI	ONS TL	& Case /	Aging TF	RENDS				
	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Avg.
Standard 45- Day	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
Standard 75- Day	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Standard 150-Day	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard Case Age	40	40	40	40	40	40	40	40	40	40	40	40	40
10/11 45-Day	83.1%	80.3%	80.9%	81.5%	83.4%	86.7%	85.9%	77.0%	48.1%	28.8%	11.4%	12.9%	63.3%
	97.5%	98.2%	97.5%	98.0%	96.9%	97.2%	98.4%	97.7%	95.6%	89.3%	88.1%	90.1%	95.4%
	99.8%	99.9%	99.9%	100.0%	99.4%	99.9%	99.7%	99.8%	99.7%	99.9%	99.6%	99.8%	99.8%
Case Aging	26	28	27	27	25	28	28	33	38	38	36	34	31
11/12 45-Day	5.2%	6.9%	4.6%	10.1%	10.6%	10.5%	11.6%	11.7%	17.2%	16.6%	47.9%	70.0%	18.6%
11/12 75-Day	89.2%	87.9%	60.8%	43.9%	40.0%	43.1%	72.7%	86.4%	89.5%	85.5%	91.0%	90.8%	73.4%
11/12 150-Day	99.7%	99.4%	99.4%	97.3%	98.9%	99.0%	98.9%	99.2%	99.5%	99.3%	99.3%	99.1%	99.1%
Case Aging	39	45	43	47	48	44	39	38	39	37	32	30	40
12/13 45-Day	66.4%	57.4%	20.5%	12.8%	28.7%	40.7%	25.5%	22.1%	14.3%	13.1%	24.0%	53.3%	31.6%
12/13 75-Day	94.0%	91.8%	81.7%	80.9%	80.6%	76.4%	75.4%	83.2%	75.3%	82.7%	76.6%	90.6%	82.4%
12/13 150-Day	99.3%	99.5%	99.4%	99.7%	99.2%	99.0%	99.0%	99.6%	98.3%	99.7%	99.8%	99.7%	99.4%
Case Aging	31	38	44	48	44	49	45	45	41	41	35	29.1	41
13/14 45-Day	62.3%	76.0%	72.4%	56.6%	77.4%	80.5%	74.5%	52.4%	52.5%	51.0%	59.1%	77.1%	66.0%
13/14 75-Day	92.1%	94.4%	90.7%	90.3%	94.8%	96.3%	97.3%	93.1%	92.3%	91.6%	93.3%	96.3%	93.5%
13/14 150-Day	99.7%	99.7%	99.8%	99.8%	99.6%	99.9%	99.9%	99.5%	99.6%	99.4%	99.6%	99.9%	99.7%
Case Aging	30.1	31.0	32.2	30.1	28.4	24.0	31.1	35.0	33.8	31.8	27.8	29.3	30.4
14/15 45-Day	77.9%	79.7%	69.8%	42.1%	48.6%	56.9%	38.5%	39.7%	42.4%	45.1%	20.5%	57.5%	51.6%
14/15 75-Day	96.9%	96.4%	95.7%	96.1%	90.6%	93.4%	91.3%	88.8%	82.1%	67.8%	77.4%	93.6%	89.2%
14/15 150-Day	99.2%	99.8%	99.8%	99.8%	99.7%	99.8%	99.5%	99.5%	99.0%	99.9%	99.8%	99.8%	99.6%
Case Aging	28.3	30.3	32.3	35.1	35.9	37.6	36.0	41.1	38.8	41.5	33.4	33.9	35.4
15/16 45-Day	43.2%	21.1%	35.0%	40.2%	69.0%	68.4%	82.5%	81.0%	73.4%	72.8%	77.7%	79.8%	62.0%
15/16 75-Day	92.4%	94.6%	88.0%	89.1%	95.3%	94.6%	96.4%	97.3%	97.6%	96.6%	93.4%	94.6%	94.1%
15/16 150-Day	99.6%	99.8%	100.0%	99.4%	99.8%	98.9%	99.4%	99.5%	99.8%	99.7%	99.2%	99.8%	99.6%
Case Aging	37.3	40.9	42.2	33.1	32.9	29.8	29.6	31.5	30.8	31.2	29.2	25.0	32.8
16/17 45-Day	77.4%	78.9%	62.1%	47.7%	27.8%	52.6%							
16/17 75-Day	98.0%	95.2%	92.3%	95.1%	91.1%	90.2%							
16/17 150-Day	99.7%	99.4%	99.7%	100.0%	100.0%	99.6%							
Case Aging	29.0	33.4	32.3	40.1	37.7	34.0							

Monthly Board Meeting Litigation Report - September 2016

AGENDA ITEM 9

Claimant Appeals	Employer Appeals	CUIAB Decisi	<u>ons</u>
	2016 Decision Summary		
	EDD Appeals	0	0
	Employer Appeals	0	0
APPELLATE COURT		3	0
	EDD Petitions	0	0
	Employer Petitions	10	0
SUPERIOR COURT	: Claimant Petitions	58	8
GATION CASES CLOSE	<u>ED</u>	YTD	<u>September</u>
	EDD Appeals	0	0
	Employer Appeals	1	0
APPELLATE COURT	Claimant Appeals	3	0
	EDD Petitions	0	0
	Employer Petitions	5	0
SUPERIOR COURT	: Claimant Petitions	21	3
SATION CASES FILED		YTD	<u>September</u>
2016 C	CALENDAR YEAR ACTIVITY - Benefit & Ta	ax Cases	
	Non-benefit Court Cases		6
			4
	DI	·····	-10
ISSUES:			80
	Non-benefit Court Cases		0
	EDD Appeals		0
	Employer Appeals		2
APPELLATE COURT:	Claimant Appeals		12
	Non-benefit Court Cases		4
	EDD Petitions		0
	Employer Petitions		11
SUPERIOR COURT:	Claimant Petitions		69
ATION CASES PENDIN			
	APPELLATE COURT: 2016 COURT: SATION CASES FILED SUPERIOR COURT: APPELLATE COURT: SATION CASES CLOSE SUPERIOR COURT APPELLATE COURT	Employer Petitions	SUPERIOR COURT: Claimant Petitions

Loss: 6

Affirmed: 60

Reversed: 2 Remanded: 1

' Win: 3

Loss: 54

Win: 0

CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD SEPTEMBER 2016 PERFORMANCE INDICATORS

FIELD OPERATIONS

MEETING DOL STANDARDS

UI TIMELAPSE CASES

		DOL
Closed Cases	<u>Closed</u>	<u>Standard</u>
% Closed in <= 30 Days	59.0%	≥60%
% Closed in <= 45 Days	79.1%	≥80%
Pending Cases Case Aging	<u>Avg. Days</u> 30.0	DOL <u>Standard</u> ≤30
WORKLOAD Opened Closed Balance of Open Cases	<u>UI</u> 16,775 16,349 18,640	ALL 18,179 17,527 29,679

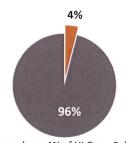
CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

	<u>Days</u>
UI Timelapse Appeals	41
DI Appeals (including PFL)	77
All Programs	57

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	96%
UI Extensions as % of All UI	4%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 4% of UI Open Balance, and Regular UI cases made up 96%.

APPELLATE OPERATIONS

DOI

MEETING DOL GUIDELINES & STANDARDS

UI TIMELAPSE CASES

		DOL
Closed Cases	Closed	Guideline
% Closed in <= 45 Days	52.6%	≥50%
% Closed in <= 75 Days	90.2%	≥80%
Pending Cases Case Aging	<u>Avg. Days</u> 34.0	DOL <u>Standard</u> ≤40
WORKLOAD	<u>UI</u>	ALL
Opened	1,248	1,318
Closed	1,219	1,261
Balance of Open Cases	1,317	1,449

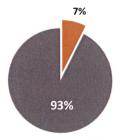
CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

	<u>Days</u>
UI Timelapse Appeals	55
DI Appeals (including PFL)	39
All Programs	54

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	90%
UI Extensions as % of All UI	10%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 7% of UI Open Balance, and Regular UI cases made up 93%.

California Unemployment Insurance Appeals Board FO Cycle Time Summary Report For Cases Closed in September 2016

	OVERALL		By Step in	Process	
Ul Timelapse CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	35	4	11	13	1
Inglewood	40	6	14	12	2
Inland	39	3	12	16	2
Los Angeles	37	3	11	15	2
Oakland	46	5	18	14	1
Orange County	41	4	12	15	2
Oxnard	35	2	11	15	0
Pasadena	45	3	18	15	2
Sacramento	43	2	19	15	1 1
San Diego	44	4	17	14	3
San Francisco	41	3	18	13	2
San Jose	45	3	21	16	11
Statewide	41	4	15	14	2

	OVERALL	By Step in Process				
ALL CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date	
Jurisdiction	Average	Average	Average	Average	Average	
Fresno	36	4	12	13	1	
Inglewood	76	7	18	14	2	
Inland	43	3	14	17	2	
Los Angeles	61	3	13	15	2	
Oakland	62	6	20	18	1	
Orange County	77	4	13	17	3	
Oxnard	45	3	13	17	0	
Pasadena	48	3	18	16	2	
Sacramento	53	3	21	16	1	
San Diego	49	5	19	15	3	
San Francisco	45	3	17	14	2	
San Jose	47	3	22	16	1	
Tax Office	570	N/A	N/A	346	112	
Statewide	57	4	17	16	2	

California Unemployment Insurance Appeals Board FO Cycle Time Summary Report For Cases Closed in September 2016

PFL CASES	OVERALL Average Days to Process an Appeal	By Step in Process				
		Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date	
Jurisdiction	Average	Average	Average	Average	Average	
Fresno	29	5	Not available	Not available	Not available	
Inglewood	55	9	24	22	0	
Inland	72	5	36	18	5	
Los Angeles	55	5	38	14	0	
Oakland	63	6	39	12	2	
Orange County	74	7	49	16	8	
Oxnard	66	6	46	17	1	
Pasadena	61	7	34	17	1	
Sacramento	81	5	60	25	6	
San Diego	75	7	44	15	7	
San Francisco	57	5	13	14	8	
San Jose	48	6	42	15	0	
Statewide	64	6	38	16	4	

	OVERALL	By Step in Process				
DI CASES (No PFL)	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date	
Jurisdiction	Average	Average	Average	Average	Average	
Fresno	65	7	30	13	2	
Inglewood	70	14	24	13	4	
Inland	77	5	36	17	11	
Los Angeles	80	7	38	15	2	
Oakland	76	7	35	13	3	
Orange County	95	9	47	14	6	
Oxnard	86	7	43	18	1	
Pasadena	78	9	27	17	3	
Sacramento	104	4	34	16	5	
San Diego	81	7	39	14	7	
San Francisco	58	6	15	14	6	
San Jose	86	6	43	16	0	
Statewide	78	7	34	15	5	